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**PAID**  
SALT LAKE  
CITY, UT  
PERMIT NO.  
4621

**Wasatch Mental Health**  
750 North 200 West, Suite 300  
Provo, UT 84601

Mailing address

**WASATCH MENTAL HEALTH**

# **Medicaid Member Handbook**

**Your Guide to  
Medicaid Mental Health Services  
in Utah County**

**May 2006**

## Mental Health Services in Utah County

While you have Medicaid, you are part of the Prepaid Mental Health Plan. As long as you live in Utah County and your Medicaid card says Wasatch Mental Health, you must get your mental health care through Wasatch Mental Health. You may not choose a different mental health plan, but you may be able to choose your therapist. (See *Services from Other Providers*, page 10).

This handbook explains the Medicaid mental health benefits Wasatch Mental Health provides. You can get this handbook and other written information in Spanish. You can also get them on audio tape or compact disc (CD) in either English or Spanish. For help, call 373-4766 or 1-866-366-7987.

Wasatch Mental Health provides mental health care for children, youth and adults. If you need mental health services, call the clinic nearest your home. (See *Getting Mental Health Services*, page 7). You can also call Wasatch Mental Health's main office at 373-4766 or 1-866-366-7987. A staff member will help you with scheduling, office locations, and treatment services.

En este manual se explican los beneficios de salud mental de Medicaid que brinda Wasatch Mental Health. Usted puede obtener este manual y cualquier otra información escrita en español. También puede obtenerlos en cintas de audio o discos compactos (CD) tanto en español como en inglés. Para obtener ayuda, llame al 373-4766 o al 1-866-366-7987.

## Wasatch Mental Health Directory

Calls to these numbers are toll free in Utah County.

Outside of Utah County call toll-free 866-366-7987.

Web site: [www.wasatch.org](http://www.wasatch.org)

<b>Westpark Building - 750 North 200 West, Provo, UT 84601</b>	
<b>Administration</b> Suite 300 373-4760	<b>Emergency Services and Appointments</b> Suite 105 373-4766
<b>Adult Case Management</b> Suite 108 373-7394	<b>Homeless Services (WATCH)</b> Suite 102 373-4766
<b>Adult Outpatient Services</b> Suite 203 373-9656	<b>Medical Services</b> Suite 201 373-9656
<b>Parkview Campus - 300 North, Provo, UT 84606</b>	
<b>Child and Family Center</b> Ascend, Respite, Stride, and Youth Outpatient 377-1213	<b>New Vista Building</b> Outpatient, Day Treatment, and Residential Services 373-4765
<b>IRT Building</b> Adult Intensive Residential Treatment Services 377-4668	<b>Parkview Building</b> Special Needs Children and Adoption Services 373-4765
<b>Lakeview Building</b> Adult Day Treatment Services 373-7443	<b>Vantage Point Building</b> Youth Services Crisis Center 373-2215
<b>American Fork Outpatient Office</b> 578 East 100 North, American Fork 492-3320	
<b>Spanish Fork Outpatient Office</b> 607 East Kirby Lane, Spanish Fork 794-6700	
<b>Wasatch House (Clubhouse) Adult Day Treatment</b> 605 East 600 South, Provo 373-7440	
<b>Medicaid Information Line</b> 801-538-6155 or 1-800-662-9651	

**Privacy**

*Will my medical record be protected?*

Wasatch Mental Health follows federal laws about the privacy of your medical record. We do not use or share any of your protected health information, except as federal law allows. When allowed by federal law, only the minimum necessary information can be shared. We will talk to you more about your privacy rights on your first visit.

**Wasatch Mental Health Center Operations**

*What if I want to know how Wasatch Mental Health is set up and works?*

We will answer any questions you have about how we are set up, including questions about our grievance system, billing practices, confidentiality policy, or how we choose providers and what is required of them. If you ask, we will give you a copy of our Preferred Practice Guidelines for mental health care. Call the Customer Service Representative weekdays, 8:00 a.m.–5:00 p.m., at 373-4760 or 1-866-366-7987.

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## Covered Services

### *What services are provided?*

Wasatch Mental Health provides inpatient mental health care in a hospital and outpatient mental health services, including:

- Evaluations
- Testing
- Individual and Group Therapy
- Family Therapy
- Individual and Group Therapeutic Behavioral Services
- Medication Management
- Individual Skills Training and Development
- Psychosocial Rehabilitation Services (Day Treatment)
- Case Management Services
- Transportation Services

Services are provided by licensed mental health professionals, including doctors, nurses, psychologists, social workers, professional counselors, marriage and family therapists, case managers, etc.

## Services Not Covered by Wasatch Mental Health

### *What services are not provided?*

Wasatch Mental Health does not provide medical care, dental care, or substance abuse services, for example. If you have questions on other services, call your medical health plan or Medicaid at 1-800-662-9651.

## *What are my responsibilities as a client?*

You are responsible to:

- Keep scheduled appointments.
- Cancel appointments 24 hours in advance.
- Be on time for your appointments.
- Participate with your therapist in your treatment plan and care.
- Tell the secretary and your Medicaid case worker of changes in your address, phone number, or insurance.
- Tell medical staff all medications you are taking, including medical and mental health prescriptions, over-the-counter medications, herbs, etc.
- Complete any surveys Wasatch Mental Health gives you.
- Respect the property, comfort, and confidentiality of clients and staff.
- Notify your treatment provider when you want to stop getting services.

## Mental Health Advance Directives

### *What if I am ill and can't make mental health treatment decisions?*

Utah law allows you to have a mental health advance directive. This is like an advance directive for medical treatment. This is called a "Declaration for Mental Health Treatment." This will tell us in writing the treatment choices you want made. It also gives permission to someone you choose to act for you when you are unable to make decisions. You and two witnesses must sign your declaration. If you want more information, talk to your therapist or case manager, or call 373-4766 or 1-866-366-7987.

## Client Rights and Responsibilities

### *What are my rights as a client?*

You have the right to:

- Get mental health care regardless of your race, color, national origin, disability (mental or physical), sex, religion, or age. If you have been treated unfairly or discriminated against for any reason, please call any of the numbers listed below:
  - Wasatch Mental Health Customer Service Representative at 373-4760 or 1-866-366-7087.
  - Medicaid's Constituent Services at 1-877-291-5583.
  - The Federal Office for Civil Rights at 1-800-368-1019, e-mail contact: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov). Web site: [www.hhs.gov/ocr](http://www.hhs.gov/ocr), or TDD 1-800-537-7697.
- Get information on the Prepaid Mental Health Plan.
- Be treated with respect and dignity.
- Have your privacy protected.
- Get information on all treatment options.
- Take part in treatment decisions regarding your mental health care, including the right to refuse treatment.
- Be free from restraint or seclusion if it is used to coerce (force), discipline, or is used as a reaction (to retaliate), or for convenience, as specified in federal regulations on the use of restraint and seclusion.
- Get a copy of your medical record. You may also ask that it be amended or corrected.
- Get mental health services according to Wasatch Mental Health's access and quality standards.

## Transportation

### *How can I get help with transportation to Wasatch Mental Health?*

#### **Public Transportation**

If you do not have your own transportation to and from your mental health appointments, you can ask for a Utah Transit Authority (UTA) bus pass by calling your Department of Workforce Services case worker at 374-7740.

#### **Other Special Transportation**

If public transportation is not available in your area or you have other special needs, call:

- Adult Community Services at 373-7394, or
- Youth Case Management at 377-1213

## Interpreter Services

### *What if I need an interpreter?*

We know it can be hard to talk with your therapist if your first language is not English or you are hard of hearing. Wasatch Mental Health has therapists who speak other languages including sign language. You can ask to get services from them, or you can ask for an interpreter. Interpreters are free and available in all languages, including sign language. An interpreter can help you over the phone and go with you to your mental health appointments. They will help you talk with and understand what your therapist is telling you. To ask for an interpreter or a therapist who can speak or sign language, call 373-4766 or 1-866-366-7987.

If you want to call us by phone and you are deaf, hard of hearing, and/or speech disabled, you can call Relay Utah at 711 to be connected to a relay operator. (continued on page 6).

This is a telephone relay service or TTY/TDD that is a free public service. If you speak Spanish, you can call 1-888-346-3162 for Spanish Relay Utah. There is no charge for these services unless you are calling long distance.

For more information about Relay Utah, go to their Web site at [www.connectutah.com](http://www.connectutah.com). If you need a text telephone device (TDD) or teletypewriter (TTY), call Sprint Relay Customer Service at 1-800-676-3777, or TTY at 1-800-346-4128.

If you speak Spanish call 1-888-346-3162. In some cases, the TDD or TTY device may be available at little or no cost to you.

### **Servicios de intérpretes**

#### ***¿Qué sucede si necesito un intérprete?***

Sabemos que puede ser difícil hablar con su terapeuta si su primera lengua no es el inglés o si tiene problemas auditivos. Wasatch Mental Health cuenta con terapeutas que hablan otros idiomas que incluyen el lenguaje de señas. Puede solicitar que ellos le brinden servicios o puede solicitar un intérprete. Los intérpretes son gratuitos y están disponibles en todos los idiomas, incluyendo el lenguaje de señas. Un intérprete puede ayudarlo por teléfono o puede acompañarlo a sus citas de salud mental. Esto le ayudará a hablar con su terapeuta y comprender lo que le está diciendo. Para solicitar un intérprete o un terapeuta que pueda hablar otro idioma o el lenguaje de señas, llame al 373-4766 o al 1-866-366-7987.

Si usted desea comunicarse con nosotros por teléfono y es sordo, tiene problemas auditivos y/o es discapacitado del habla, puede llamar a Relay Utah al 711 para que lo conecten con un operador de relevo. Éste es un servicio telefónico de relevo o TTY/TDD gratuito y público. Si habla español, puede llamar al 1-888-346-3162 para comunicarse con Spanish Relay Utah. No hay cargos por estos servicios a menos que llame de larga distancia.

#### ***Who can file a grievance?***

You or your legally authorized representative or your provider can file a grievance.

#### ***How do I file a grievance?***

- You can tell your grievance to any staff member.
- You can call the Customer Service Representative weekdays, 8:00 a.m.–5:00 p.m., at 373-4760 or 1-866-366-7987. Tell the representative you want to file a grievance.
- You can give us your grievance in writing. Give it to any staff member, put it in the suggestion box located in waiting rooms, or mail it to:

Wasatch Mental Health  
Customer Service Representative  
750 North 200 West, Suite 300, Provo, UT 84601

If you don't want to talk to us about your grievance, you can call Medicaid weekdays, 8:00 a.m.–5:00 p.m., at (801) 538-6155 or 1-800-662-9651.

#### ***What if I need help filing my grievance?***

Call the Customer Service Representative weekdays, 8:00 a.m.–5:00 p.m., at 373-4760 or 1-866-366-7987.

#### ***When will Wasatch Mental Health tell me the decision on my grievance?***

We will give you a decision within 45 calendar days after we get your grievance. Sometimes we need more time to make the decision. If we need more time, we will let you know about this in writing. We will either talk to you about our decision on your grievance, or we will send you a letter.

Also, you may want us to take more time for some reason. If so, let us know. When you, or your provider, think it is important to make a decision on your appeal quickly due to health or safety reasons, we will do so, generally within 3 working days.

### **Medicaid Fair Hearings**

#### ***What can I do if I am unhappy with the appeal decision?***

If you are unhappy with our decision on your appeal, or we cannot make a decision on your appeal as soon as Medicaid wants us to, this is what you can do. You, your legally authorized representative, or your provider can ask for a Fair Hearing with Medicaid. In these situations, we will tell you in our decision letter that you can ask for a Fair Hearing. The letter will tell you how and when to ask for the Fair Hearing. We will also give you the Fair Hearing request form to send to Medicaid. You must ask for a Fair Hearing in writing. If you want, you can bring an attorney with you to the Fair Hearing.

#### ***Can I continue my services if I file a request for a Medicaid Fair Hearing?***

Yes, if the Fair Hearing is about our decision to reduce or stop services we have previously approved, you ask for a Fair Hearing in the required time frame, and you ask that the services be continued. We will continue to give you the services. You may only have to pay for these services if the Fair Hearing decision is not in your favor. If the Fair Hearing is about any other kind of action, your services can automatically continue.

### **Complaints/Grievances**

#### ***What if I have a complaint about Wasatch Mental Health?***

If you have a complaint about anything other than an action, this is called a grievance.

Para obtener más información sobre Relay Utah, visite su sitio Web en [www.connectutah.com](http://www.connectutah.com). Si necesita un teléfono de texto (TDD) o un teléfono con teclado (TTY), comuníquese con el Servicio de atención al cliente de Sprint Relay al 1-800-676-3777 o TTY al 1-800-346-4128. Si habla español, llame al 1-888-346-3162. En algunos casos el dispositivo TDD o TTY puede estar disponible a un bajo precio o de forma gratuita.

### **Payment for Services**

#### ***Will I ever have to pay for mental health services?***

Yes, but only if it is not an emergency service. You may have to pay for services if:

- You get a service that is not covered by the Prepaid Mental Health Plan.
- You get a service that is not pre-approved by Wasatch Mental Health.

If either of the above happens, the provider might ask you to pay. You should only be billed if you signed in writing in advance that you would pay.

- You ask for and keep getting treatment during an appeal with Wasatch Mental Health or during a Medicaid Fair Hearing. You may only have to pay if the appeal or Medicaid Fair Hearing decision is not in your favor.
- You are not on Medicaid when you get the service.

### **Getting Mental Health Services**

#### ***How do I get mental health services?***

Call the clinic nearest your home. (See *Clinics* page 8). If you have questions, call Wasatch Mental Health's main office at 373-4766 or 1-866-366-7987.

## Clinics

### Adult and Youth Services

- North Utah County American Fork office, located at 578 East 300 South, American Fork, UT, 492-3320.
- South Utah County Spanish Fork office, located at 607 Kirby Lane, Spanish Fork, UT, 794-6700.

### Adult Services

- Provo office, located at 750 North 200 West, Suite 105, Provo, UT, 373-4766.

### Youth Services

- Child and Family Center, located 1165 at East 300 North, Provo, UT, 377-1213.

Evaluations and some therapy services are provided during the evenings. Let us know if you need services in the evening.

### ***How quickly can I be seen?***

If you need emergency care, you will be seen right away. (See *Emergency Services*, pages 10-11). We will give you urgent care for conditions that need to be taken care of quickly but are not considered emergencies. If you need urgent care, we will see you within 5 working days.

If you do not have an urgent need for care, we will see you within 15 working days. If your situation changes and you think you need to be seen sooner, please call us. We'll talk about your needs again.

### ***Are there other programs I can go to directly?***

Yes. Wasatch Mental Health has the following programs for children and youth that you can go to directly.

## Appeals

### ***What is an appeal?***

An appeal is your request to have us review our action to see if we made the best decision.

### ***Who can file an appeal?***

You or your legally authorized representative or your provider can file an appeal.

### ***When do I have to file an appeal?***

Your Notice of Action letter will give complete information on the appeal process, including how soon you must tell us you want to appeal the action. In some situations you must tell us within 10 days, and in other situations within 30 days of the date on the Notice of Action letter. We will let you know which time period fits your situation.

### ***How do I file an appeal?***

The Notice of Action letter will tell you how to file an appeal. If you need help filing your appeal, call the Customer Service Representative weekdays, 8:00 a.m.—5:00 p.m., at 373-4760 or 1-866-366-7987.

### ***Can I continue my services if I file an appeal?***

If our action was to reduce or stop services we have previously approved, you file your appeal in the time frame required, and you ask that the services be continued, we will continue to give you these services. You may only have to pay for the services if the appeal decision is not in your favor. If you are appealing any other kind of action, your services can automatically continue.

### ***When will Wasatch Mental Health tell me the decision on my appeal?***

We will usually be able to give you a written decision within 15 calendar days after we get your appeal. Sometimes we need more time to make the decision. We will let you know about this in writing.  
(continued on page 14).

If a different hospital treats your emergency and wants to admit you, the hospital must call us for approval. It's important to let the hospital know that Wasatch Mental Health is your Medicaid mental health provider so they can call before they admit you. We may have you stay at the hospital or send you to another hospital.

Hospitals in Utah County can call us at 373-7393.

Hospitals outside Utah County can call us toll-free at 1-866-366-7987.

## **Actions**

### ***What are actions?***

Actions are when we:

- Deny (turn down) or approve fewer services than you wanted.
- Decrease the number of services or end a service we had previously approved and you do not agree and tell us you don't want the change.
- Deny payment to an outside provider for a service that you might have to pay for.
- Do not provide your intake appointment within the required amount of time for emergency, urgent or non-urgent care, and you are not happy with this. (See *Getting Mental Health Services*, page 7).
- Do not settle an appeal or grievance you have filed with us as soon as we are supposed to.

### ***How will I know if Wasatch Mental Health is taking an action?***

We will send you a letter called a Notice of Action. You have the right to appeal our action if you disagree.

## **GIANT Steps Program – Autism Services**

- Pre-school for children with autism living in Alpine, Nebo, or Provo School Districts.

The pre-school is located at Foothill Elementary School, 921 North 1240 East, Orem, UT. If your child has autism, you should call us at 226-5437 as soon as your child is diagnosed. We will put your child on our list to start pre-school when he/she is three years old.

## **School-Based Mental Health Services**

- Services in the schools for elementary-aged children with mental health problems like abuse, trauma, anxiety, and depression.

If you want your child to get mental health services at his/her school, call the School-Based Services Program Manager at 373-4765.

## **Vantage Point Youth Service Center**

- 24-hour crisis management services for families who have out-of-control or runaway youth ages 12 to 18.

You can get services by calling 373-2215, or you can take your child to Vantage Point, located at 1185 East 300 North, Provo, UT.

## ***Can I choose my Wasatch Mental Health provider?***

You can talk to the Assessment Services Program Manager about your choice of doctor, therapist, or case manager who is right for your needs. The Assessment Services Program Manager can be reached weekdays, 8:00 a.m.–5:00 p.m., at 373-7466 or 1-866-366-7987.

## Services From Other Providers

### *Can I get services from someone outside of Wasatch Mental Health?*

In some situations, you can go to a therapist outside Wasatch Mental Health, but you must get prior approval. For more information, call the Assessment Services Program Manager weekdays, 8:00 a.m.–5:00 p.m., at 373-4766 or 1-866-366-7987.

### *When will I be told if I can see someone outside of Wasatch Mental Health?*

We will usually be able to make a decision on your request within 14 calendar days. Sometimes we need more time to make a decision. We will let you know about this in writing and tell you that you can file a grievance if you are unhappy with our need for more time. (See *Complaints/Grievances*, pages 14-15). Also, you or your therapist may want us to take more time for some reason. If so, let us know. If you, or your therapist, think it is important to make a decision quickly for health or safety reasons and we agree, we will do so, generally in 3 working days. We will give you our decision about your request in writing, and we will contact the therapist, too.

## Emergency Services

### *What is a mental health emergency?*

- When you think your life is in danger.
- You believe you may harm yourself or others.
- Your safety or others' safety is at risk.

### *What are emergency services?*

These are mental health services given to treat your emergency.

### *How do I get emergency services?*

Wasatch Mental Health has 24-hour telephone emergency services seven days a week. Call 373-7393 or 1-866-366-7987 anytime to talk to a crisis worker.

Weekdays, 8:00 a.m.–5:00 p.m., if you want to talk to a crisis worker in person, call or go to the clinic nearest your home (See *Clinic Locations*, page 8). Tell the receptionist you want to see a crisis worker.

Also, day or night, you can go to any hospital emergency room in or outside Utah County. Be sure to show the hospital your Medicaid card. You do not have to get pre-approval from us for emergency care. If you do not have your Medicaid card with you, tell the hospital you have Medicaid and that Wasatch Mental Health is your mental health provider.

Hospitals in Utah County can call us at 373-7393.

Hospitals outside Utah County can call us toll-free at 1-866-366-7987.

### *Will I have to pay for emergency care?*

No. You will not have to pay for emergency care.

### *Do I have to pay for an ambulance to get to emergency care?*

No. Your physical health plan will pay the ambulance company.

## Mental Health Care in a Hospital

### *How do I get mental health care in a hospital?*

Wasatch Mental Health must pre-approve your admission to hospital care. Wasatch Mental health uses Utah Valley Regional Medical Center. This hospital is located at 1034 North 500 West, Provo, UT. (continued on page 12).